



# Library System of Lancaster County

Library System of Lancaster County  
Minutes of the Board of Directors Meeting  
August 15, 2012

## Attendance:

**Board Members:** Terry Trego, President; Mark Simms, Secretary; André Fouchet, Treasurer; Brandon Danz; Terry Kauffman; Russell Miller; Andrea McCue, Lancaster County Commissioners' Representative. Absent: Veronica Urdaneta, Vice President.

**System Staff:** Bill Hudson, Administrator; Donna J. Westerhoff, Internal Operations Manager; Mary Ann Heltshe-Steinhauer, Community Relations Manager; Stephanie Zimmerman, Training and Development Coordinator.

**Guests:** Deborah Drury, Executive Director, Elizabethtown Public Library; Dudley Feltham, President, Lititz Public Library Board; Kristin Fernitz, Director, Strasburg-Heisler Library; Joyce Sands, Deputy Director, Lancaster Public Library; Frances Vita, Director, Quarryville Library.

**Call to Order** The regular meeting of the Board of Directors of the Library System of Lancaster County was called to order by President Trego at 6:00 PM on Wednesday, August 16, 2012, at the Strasburg-Heisler Library. A quorum was present.

**Public Comment** None.

## Secretary's Report Minutes **Approval**

Mark Simms, Secretary, referred to the minutes of the April 18, May 16, and July 18, 2012, meetings, as included in the Board mailing. The April and July minutes were approved as presented.

Because a quorum of Board members who were in attendance at the May meeting is not present, approval of the May minutes will be tabled until the next meeting.

**Treasurer's Report** André Fouchet, Treasurer, reported that due to the absence of Jim Showalter, Financial Manager, the July 2012 Financial Report has not been prepared. However, he has reviewed the details, and we are still on budget.

**President's Report** President Trego thanked the Strasburg-Heisler Public Library for hosting the meeting.

**Administrator's Report** In addition to his written report included in the Board mailing, Bill Hudson distributed copies of the Customer Satisfaction Survey, and noted the

exceptional response rate of 30%. He reported that the administrative office of the Library System of Lancaster County (LSLC) issued its first ever systemwide customer satisfaction survey, which is designed to gauge the satisfaction level of member library staff with the various services and programs provided by the LSLC office.

He noted the following: 1) a great deal of satisfaction was expressed for Cataloging and Acquisitions Services, although, until recently, they were under-staffed; 2) there is some dissatisfaction with the Business Information and Community Relations departments. He noted that there is debate about whether these should be System or District functions, and how they should be funded; 3) and library staff are very satisfied with Information Technology and Training and Development, despite the fact that IT is still under-staffed.

Hudson reported that this is baseline data for annual surveys. There was discussion about dropping the "no opinion" to reflect a more accurate measurement. Hudson noted that the survey included participant comments.

Directors' Council  
Report

In addition to the approved Directors' Council minutes for June and July 2012 included in the Board mailing and sent electronically to Library Board Presidents and the Directors2 mail list, Fran Vita, Directors' Council Liaison, reported on the Directors' Council 3-point Summary included in the Board mailing: 1) LSLC will coordinate participation in the Millersville Intern Fair and develop a packet that will represent all the Lancaster County Libraries. 2) Suggestions were formulated to move us forward in discussing County-wide fundraising. 3) The Donated Material Guidelines presented by Dan Colman were met with much joy by the Directors' Council members.

Committees  
Finance

André Fouchet, Treasurer, reported that Finance meetings have not been held recently, but that the Committee will be extremely busy with budget meetings, probably beginning in early October.

Funding  
Formula

Russ Miller reported that the time for providing input for the Committee was extended so that those who did not provide input earlier will have a chance to do so. An open Committee meeting will be scheduled in late August or early September. Miller noted that the Committee feels that a distribution formula fair to all libraries has been drafted; some libraries will see a slight increase, while others see a slight decrease. The funding formula, in its final draft, will be on the agenda for a vote at the September meeting.

Finance

Terry Kauffman reported that the 360 Administrator Evaluation is being developed. The System Board will evaluate what the position should be, and Library Directors, System Staff, and others will assess the Administrator.

Old Business           None.

Public Comment       Praise was given for the addition of Dan Coleman to the LSLC staff.

There was a question of whether LSLC staff were included in the customer service survey, to which the answer was no.

Dissatisfaction was expressed for the delay in adopting the funding formula. The opinion voiced was that to delay approval because some did not provide input when given the opportunity creates problems for libraries' budget planning.

The One Book, One Community launch is scheduled for August 22, 4:00 PM, at the Manheim Township Library.

Executive Session

**Motion**

On motion by Terry Kauffman, the System Board adjourned to Executive Session at 6:26 PM for personnel issues. Motion carried unanimously.

The Board meeting reconvened at 6:50 PM.

Adjournment

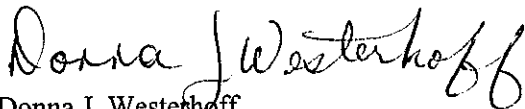
**Motion**

It was moved by Brandon Danz that the meeting be adjourned at 6:50 PM. Motion carried unanimously.

**Next Meetings**

The next regular meeting is scheduled for Wednesday, September 19, 2012, 6:00 PM. at the Library System office.

Respectfully submitted,



Donna J. Westerhoff  
Recording Secretary